Department of Defense Future
Personal Property Program:

DEFENSE PERSONAL
PROPERTY PROGRAM

Moving in the right direction!

INTRODUCTION BACKGROUND

The Military Surface Deployment and Distribution Command (SDDC) manages the Department of Defense (DOD) $1.7 billion Personal Property Program, and it is responsible for moving more that 500,000 shipments annually for the military Service departments, DOD agencies, and the U.S. Coast Guard.

The Defense Personal Property Program intends to streamline the process and bring the Personal Property Program into alignment with on-going transportation reengineering and business improvement initiatives to include incorporating best-value procurements. This pamphlet is to provide you with basic information about the Defense Personal Property Program.

Defense Personal Property Program is the new Personal Property Program that will improve the quality of life for all Service members involved in military mobilization and relocation. The Personal Property Program is a very complex and diverse program that affects many stakeholders. Among these stakeholders are almost 1,000 Transportation Service Providers (TSPs - the Moving Industry), all Military Services including 139 Military Personal Property Shipping Offices (PPSOs), hundreds of thousands of Service Members, their families, and other DoD customers. With over 500,000 moves annually at a cost approaching $2 Billion a year, Defense Personal Property Program will touch many lives.

A customer focused program utilizing state of the art technology, Defense Personal Property Program will provide numerous service improvements for Service Members and their families. In addition to improving the efficiency and effectiveness of the Personal Property Program, Defense Personal Property Program will create a single, paperless Joint Personal Property Program that integrates and automates all processes that support a personal property move.

The SDDC website contains detailed additional information about all aspects of Defense Personal Property Program and the Defense Personal Property System (DPS). We encourage you to visit www.sddc.army.mil for additional information.

DoD's Defense Personal Property Program is the result of many years of effort to improve the Personal Property Program. The current program, unchanged for 35 years, no longer provides Service Members and their families the quality of moving services they deserve and should expect. Starting in 1994, DoD began its pursuit of various initiatives to improve the experience of moving household goods. Since that time, four different pilot programs were tested and evaluated to identify the most effective business practices for personal property shipments. Defense Personal Property Program incorporates the lessons learned and best business practices from these four pilot programs into one reengineered system.

The Army Hunter Pilot Program outsourced all household goods moving functions; the Sailor Arranged Move (SAM) allowed sailors to select their own carrier; the SDDC Pilot Program tested commercial business practices within the DoD framework; and the Full Service Moving Project (FSMP) expanded the outsourcing concept originated in the Army Hunter Pilot Program.

The pilot programs revealed that Service Members measure quality service by minimum damage and prompt claims handling.

Representatives from the Military Services, the Moving Industry, and knowledgeable experts from SDDC joined together to create Defense Personal Property Program. Defense Personal Property Program will utilize a centralized web-based computer system, the Defense Personal Property System (DPS) that automates daily operations such as shipment processing, report generation, and costing for Personal Property.

Service Members can access DPS via the internet to streamline the counseling process, to file claims on-line and complete the Customer Satisfaction Survey (CSS).

TSPs can submit bids electronically and can access real-time information 24 hours a day, 7 days a week. Defense Personal Property Program will offer the TSP greater operational flexibility, including the ability to receive prompt payments through PowerTrack – an electronic billing and payment system.

Improve Services and Retain the Best People

Beginning in June 2004, Service Members began completing Customer Satisfaction Surveys for various types of shipments. This CSS data will be used at the inception of Defense Personal Property Program to generate Performance Scores for all TSPs. Shipment awards will then be based primarily on performance and not lowest price. A Best Value Score (BVS), based primarily on the results of the customer satisfaction surveys, will be the factor that determines which TSPs will move the property of Service Members and their families. Results of the surveys will be provided to the TSPs and PPSOs for their quality control efforts.

Implementation of the Defense Personal Property Program will be effected in three phases.

THE THREE PHASES OF DEFENSE PERSONAL PROPERTY PROGRAM ~ PHASE I

The primary goal of Phase I is to prepare for Defense Personal Property Program by implementing an electronic billing and payment process in the current program using PowerTrack and the Central Web Application (CWA). The secondary goal of Phase I is to begin the Customer Satisfaction Survey process that lays the groundwork for Performance Scores and the deployment of Best Value Distribution beginning in Phase II.

PowerTrack is U.S. Bank's web-based, commercial business-to-business payment system that is used to pay TSP invoices.

CWA is a web-based Government system that is being used for reviewing and approving services online, and for calculating the cost of shipments. CWA is used in conjunction with the Transportation Operational Personal Property Standard System (TOPS).

The use of CWA/PowerTrack began in March 2004. The rollout of the Electronic Billing and Payment process was performed with a limited number of participating origin and destination PPSOs and TSPs. This provided a demonstration of the new process to the Services prior to implementing it at all sites.

Both CWA and TOPS will be replaced by DPS in Phase II of Defense Personal Property Program. The use of PowerTrack will continue throughout all Phases of Defense Personal Property Program.

THE THREE PHASES OF DEFENSE PERSONAL PROPERTY PROGRAM

~ PHASE I I

Implementation of Phase II is when our move customers will be directly impacted and be able to "see" the service improvements of the Defense Personal Property Program.

Highlights of Phase II include: Full Replacement Value (FRV) liability coverage; web-based counseling; Best Value Distribution (BVD); direct communications between customer and TSP; on-line claims filing directly with the TSP; all utilizing the web-based computer system to support Defense Personal Property Program, DPS.

The cornerstone of Defense Personal Property Program is the development of DPS to distribute and manage HHG shipments better than the existing systems. Rollout of Phase II will achieve full deployment of DPS functionalities that are core to the re-engineered personal property program. Phase II will also accomplish:

• Transition from low-cost-based to performance-based service contract awards through incorporation of Customer Satisfaction Surveys in the TSP shipment award process;

• Use of new rate filing process as a "do it yourself" function for TSPs under new Tariffs; also a new feature in the TSP qualification process;

• Roll out of the Full Replacement Value liability coverage and revised claims filing process;

• Shipments booked in the Defense Personal Property System.

THE THREE PHASES OF DEFENSE PERSONAL PROPERTY PROGRAM ~ PHASE I I I

Defense Personal Property Program Phase III will include the migration of the Direct Procurement Method (DPM) including Local Moves, Non Temporary Storage (NTS) and Intra-Theater Tenders (ITT)/contract moves inclusive of deployment storage into the DPS environment. Phase III will:

• Feature the same DPS functionalities as those developed in Phase II with enhancements specific to Phase III requirements

• Allow Phase III shipments to be booked and managed in DPS

• Provide Service Members/Civilians and their families with an easier process, more flexible access and higher quality of service for their personal property moves

Benefits realized from the implementation of Phase II of Defense Personal Property Program will carry forward for all Phase III shipment types when they are managed in DPS.

DEFENSE PERSONAL PROPERTY SYSTEM

For the first time, the DoD Customer, the PPSOs and TSPs will have access to one system where they interact with one another in the management of personal property shipments. DPS is a multi-service, standard database system for managing the movement of personal property for U.S. Service Members, Government Employees and their dependents. DPS automates, streamlines, and coordinates virtually every aspect of handling personal property shipments. It allows users to perform follow-up checks more effectively; enables users to prepare notifications for the member and TSP quickly and efficiently; and simplifies organizing, summarizing, reviewing, and transmitting periodic activity reports to management.

Access to DPS will be available via the internet or DoD communications networks from anywhere in the world. Access control and authentication for DPS will be provided by the Electronic Transaction Acquisition (ETA) digital certificates system that offers a single point of entry to SDDC transportation systems as well as links to other transportation sites. Customers will be able to register with ETA for a login and password via the internet

Simulated versions of the system for training purposes will be available to those using DPS. The final "live" system will be tested in numerous ways, one including a User Test that will bring in SDDC and Service Branch users who will simulate use of DPS as they would in the intended setting. Technical support will also be available on the DPS website. Links on each page will provide instructions to users and Frequently Asked Questions (FAQs) will address various aspects of the system.

The SDDC Help Desk will also be available if users have questions or problems that cannot be answered using Help links or FAQ responses on the DPS website.

DEFENSE PERSONAL PROPERTY PROGRAM IS CUSTOMER FOCUSED AND USER FRIENDLY

Defense Personal Property Program, is designed to provide the customer with quality service, offers many benefits to Department of Defense customers. At present, TSPs are selected based on low cost. Defense Personal Property Program, however, will take into consideration the performance and quality of the TSPs. Using a "best value" system, service members will be given the opportunity to rate TSPs through a customer satisfaction survey (CSS). Department of Defense customers can take advantage of the self-counseling benefit that Defense Personal Property Program provides, including online access to all necessary

instructions, restrictions, and calculations, and online menu-driven determination of entitlements.

Shipments can also be tracked through online inquiry. Another benefit of the Defense Personal Property Program DPS system is the online claims settlement function. Direct claims may be settled between customers and TSPs, reducing claims settlement time. Lost items or items damaged beyond repair will also be replaced at full value, unlike the depreciated value replacement under the current system. Service members also deal directly with their TSP, reducing the need for temporary storage and decreasing the chance of lost or damaged items.

The Customer Satisfaction Survey (CSS) is the primary source of data that will be used in determining the performance portion of each TSP's Best Value Score. Each customer moving under the DOD program will be counseled on the importance of completing the CSS online upon delivery of each shipment moved. The Customer Satisfaction Survey provides the DOD with direct feedback about the move experience, consisting of six questions designed to measure objectives of the Defense Personal Property Program. The survey also contains questions designed to garner feedback about the services provided by the local Traffic Management Offices (TMO) or PPSO but this data is not included in the calculation of the TSP score.

The web-based survey will be the primary method in which customers provide feedback on each of their shipments and will contain validation messages to ensure customers: have reviewed their responses; understand the TSP's survey score (based on their responses); and realize that they will not be able to change their survey responses once the survey is submitted.

The secondary method used to encourage customer survey completion is an email reminder. Any customer that has a shipment flagged as "delivered" in DPS that does not have a survey completed within 7 calendar days, will be emailed a reminder. Finally, telephonic surveys will be conducted when a statistically valid sample has not been achieved via the web or by email.

DEFENSE PERSONAL PROPERTY PROGRAM IS DESIGNED WITH TRANSPORTATION SERVICE PROVIDERS IN MIND

Under Defense Personal Property Program, the convenience of an online system accessible 24 hours a day, 7 days a week is available through DPS. TSPs can electronically file all required information, email notices, and updates during the approval process. Rates can also be filed online directly into DPS, and service providers will receive email alerts regarding one-time only shipments and online submission of bids on individual shipments. Furthermore, participation in the new system is of minimal cost to TSPs and will simplify the rates filing process.

To ensure fair performance scoring, DPS will be programmed to ensure that each TSP has a statistically valid sample of Customer Satisfaction Surveys by shipment category. For every TSP that does not have a valid sample of surveys in any shipment category 30 days

prior to the end of any performance period, DPS

will generate a list of customers to be contacted telephonically to complete the survey. DOD will also provide TSPs with secure access to survey data in order to identify areas of weakness or superior service including their raw performance scores. TSPs can use this data to improve their business processes.

In order to remain in the program, currently approved TSPs must maintain all required documents and certifications in a current status in accordance with the Defense Personal Property Program Business Rules. Once qualified, a TSP's approval to participate in the program is valid unless the TSP fails to maintain other program requirements, e.g., those identified in the Tender of Service (TOS), the international tender or domestic tariff, or the qualification pamphlet.

Defense Personal Property Program will also incorporate a new rate filing process supported by DPS. Rates for the domestic and international programs can only be filed in DPS, via the Request for Quotation (RFQ) module.

Defense Personal Property Program will use a "Best Value" approach to distributing shipments based on a TSP's (TSP's) performance and rates. DPS will establish a Best Value Score (BVS) for each TSP-channel combination, based on their Performance Score (PS) and Rate Score (RS).

Rates will be filed by TSPs engaging in the movement of DoD and U.S. Coast Guard (USCG) -sponsored shipments of household goods within and outside of the continental United States (the 48 contiguous states and Alaska). TSPs filing rates in response to the SDDC rate tariff and/or tenders will use these instructions in conjunction with tariff and/or tenders modifications to ensure a responsive rate filing.

DEFENSE PERSONAL PROPERTY PROGRAM WILL BENEFIT PERSONAL PROPERTY SHIPPING OFFICES

Defense Personal Property Program, supported by DPS, provides key benefits to all members of the personal property community in an effort to improve service quality to military service members, civilians, and their families. PPSOs will have the flexibility of a central web-based application with integrated data in one system. Self-service counseling will reduce per move workload and allow PPSOs to focus on specific problems as well. The replacement of legacy systems and manual procedures has specific benefit to PPSOs with the elimination of paper forms and the addition of enhanced reporting capabilities. DPS will improve the automation of all PPSO functions currently being performed in TOPS and/or CWA.

FREQUENTLY ASKED QUESTIONS

What makes DEFENSE PERSONAL PROPERTY PROGRAM different?

DEFENSE PERSONAL PROPERTY PROGRAM is an innovative new program that will combine cutting edge technology with best business practices. Features include 'Best Value Distribution' to select Transportation Providers and Full Replacement Value Coverage for the Service Member.

What is the 'Customer Satisfaction Survey'?

The 'Customer Satisfaction Survey' is a web-based application that will allow the Service Member to rate the service and performance received from the TSP and DoD during their shipment move. This data will help improve the overall move process and insure that only quality Transportation Service Providers are sent to your home.

What is 'Full Replacement Value'?

It means that the mover will guarantee to either replace your lost or damaged (beyond repair) item with a new item of like kind and quality, or pay the replacement cost of a new item. If the item is repairable, the mover will arrange to have the item repaired to its former condition, by a qualified repair firm, or pay you the repair cost.

What if there is a problem with my claim?

If you are not satisfied after 30 days, you may transfer your claim to the nearest Military Claims Office.

What if I do not have access to a Computer? If you or your designated agent do not have a computer at home, and cannot access one at work, school or your public library, you can still come into your nearest PPSO and one of our skilled counselors will help you.

Where is DPS?

DPS can be accessed via the internet from any computer. No special systems or programs are required. You will have to set up an account and obtain a password as is true of most internet accounts. Once this is done, you can review any part of counseling or your account.

How will I file a claim under the DEFENSE PERSONAL PROPERTY PROGRAM? You will file a claim directly with the TSP via your computer.

For more information on SDDC and the Defense Personal Property Program please visit our website at: www.sddc.army.mil